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Our Policies

Turnaround Times and Rush Orders

At K13 Custom Embroidery, the standard turnaround time for most orders is 10 business days from the time your order is finalized to when it is delivered (or, in the case of local orders, ready for pickup). Any order that must be completed within less than 10 business days is considered a “rush job,” and a \$50-\$150 fee will be applied to the total cost of your order. Additional information about pickup, shipping, and delivery options can be found on our “Contact Us” page.

- 1. Large orders**
- 2. Pricing and Estimates**
- 3. Embroidery and logo digitizing prices will vary based on a variety of factors, including design intricacy and total stitch count. For this reason, we cannot offer price “estimates” for services like logo digitizing on our website (although we will waive logo digitizing fees on all orders of 24 pieces or more). Please instead contact us for a quote. We offer bulk pricing on certain items in our catalog, while other items are subjected to fixed rates. Again, please speak to a K13 Custom Embroidery representative for specific pricing information.**

K13 Custom Embroidery is your one-stop, Victoria-based shop for all of your embroidery and garment customization needs. Contact us today to learn more about what we can do for you!